

STATE OF MAINE
PUBLIC UTILITIES COMMISSION

Docket No. 96-786

February 19, 1999

CENTRAL MAINE POWER COMPANY,
Petition for Approval to Furnish Gas
Service in and to Areas Not Currently
Receiving Natural Gas Service

ORDER

WELCH, Chairman; NUGENT and DIAMOND, Commissioners

On December 17, 1998, we issued an Order Approving Rate Plan for CMP Natural Gas, L.L.C. (CMP NG) in this docket. On December 21, 1998, the Public Advocate (OPA) filed a Motion for Clarification of the December 17th Order concerning its requirement that customers be provided explanatory rate information at least once prior to execution of a contract for service.

On January 5, 1999, we issued an Order Clarifying December 17, 1998 Order Approving Rate Plan, modifying the language to also specify that explanatory rate information must be provided prior to commencement of service.

On January 25, 1999, CMP NG filed a petition for reconsideration or clarification of the January 5th Order "to allow CMP NG to provide customers with rate information as soon as practicable after service has commenced when circumstances make it impossible or impracticable to provide such information before service has commenced." CMP NG characterizes this modification as a very limited exception to the information requirement described in the January 5th Order. For example, this exception could apply when new customers move into existing homes or apartments that already have gas service and simply call the company to change billing information, sometimes after they have moved in, or when a potential customer observes a utility crew installing a service drop for another customer and calls the Company to request that it install a second one for them at the same time.

CMP Natural Gas's suggestion is reasonable. Consequently, we revise our directive as follows:

February 22, 1999

As a matter of general practice, CMP Natural Gas must provide this information to potential customers in writing on at least one occasion prior to commencement of service or the execution of a contract (if any), whichever comes first. However, as a limited exception, CMP Natural Gas may provide customers with rate information as soon as practicable after service has commenced when circumstances make it impossible or impracticable to provide such information before service has commenced.

(Revised wording underlined.)

Dated at Augusta, Maine this 19th day of February, 1999.

BY ORDER OF THE COMMISSION

Dennis L. Keschl
Administrative Director

COMMISSIONERS VOTING FOR: Welch
 Nugent
 Diamond

February 22, 1999